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## EX PARTE OR LATE FILED

December 16, 1998

### EX PARTE PRESENTATION

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
Portals II  
445 Twelfth Street, NW  
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION  
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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance for Provision of In-Region, InterLATA Services in Oklahoma, CC Docket No. 97-121*

Dear Ms. Salas:

Enclosed herewith are the Southwestern Bell performance measurement results for the month of October, 1998. In an ex parte letter dated May 13, 1998, Southwestern Bell submitted its first set of operations support systems (OSS) performance measurement results and solicited the Staff's input regarding the format of the data to be filed going forward. Furthermore, as requested in the May 13 correspondence, Southwestern Bell invites the Staff to identify any areas of concern based upon its review of these results.

This report is designed to compare the performance experienced by competitive local exchange carriers (CLECs) for each measurement with a specific standard, or with the performance experienced by Southwestern Bell's retail operations. When a standard is not met or parity is not achieved, the "Comments" section of the report provides an explanation therefor or may indicate that, on its own, Southwestern Bell has initiated an investigation to determine the reason for the disparity.

In accordance with the Commission's rules regarding ex parte communications, an original and two copies of this letter and the attachment are provided for the official record.

Please contact me should you have any questions concerning the foregoing.

Respectfully submitted,

*Todd F. Silbergeld*

Attachment

cc: Mr. L. Strickling (w/o attachment)  
Ms. C. Matthey (w/o attachment)  
Mr. M. Pryor (w/o attachment)  
Ms. A. Wright

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*042*

# Ref-Ordering/Ordering

## Average Response Time for OSS Pre-Order Interfaces in seconds

	CLEC/SWBT	Standard	Within Standard	COMMENTS
DATAGATE - Address Verification	2.80	5.0	Yes	Under Investigation
DATAGATE - Request for Telephone Number	3.90	4.0	Yes	
DATAGATE - Request for CSR	3.60	6.0	Yes	
DATAGATE - Service Availability	5.00	3.0	No	
DATAGATE - Service Appointment Scheduling	0.60	2.0	Yes	
DATAGATE - Dispatch Required	10.30	17.0	Yes	Under Investigation
VERIGATE - Address Verification	3.50	5.0	Yes	
VERIGATE - Request for Telephone Number	3.60	4.0	Yes	
VERIGATE - Request for CSR	5.20	7.0	Yes	
VERIGATE - Service Availability	21.00	11.0	No	
VERIGATE - Service Appointment Scheduling	0.70	2.0	Yes	Under Investigation
VERIGATE - Dispatch Required	8.20	17.0	Yes	

## Average Response Time for OSS Pre-Order Interfaces

Average Response Time for OSS Pre-Order Interfaces		CLEC/SWBT Standard 90%		CLEC/SWBT Standard 80%		Z Test Result	
DATAGATE - Address Verification	% < 7 sec.	95%	% < 5 sec.	89%	Yes	Under Investigation	
Request for Telephone Number	% < 6 sec.	84%	% < 4 sec.	73%	No		
Request for CSR	% < 8 sec.	97%	% < 6 sec.	92%	Yes		
Service Availability	% < 5 sec.	67%	% < 3 sec.	19%	No	Under Investigation	
Service Appointment Scheduling	% < 3 sec.	99%	% < 2 sec.	99%	Yes		
Dispatch Required	% < 19 sec.	98%	% < 17 sec.	97%	Yes		
VERIGATE - Address Verification	% < 7 sec.	91%	% < 5 sec.	86%	Yes	Under Investigation	
Request for Telephone Number	% < 6 sec.	80%	% < 4 sec.	68%	No		
Request for CSR	% < 10 sec.	93%	% < 7 sec.	89%	Yes		
Service Availability	% < 13 sec.	44%	% < 11 sec.	27%	No	Under Investigation	
Service Appointment Scheduling	% < 3 sec.	98%	% < 2 sec.	97%	Yes		
Dispatch Required	% < 19 sec.	99%	% < 17 sec.	99%	Yes		

## EASE Average Response Time in seconds

	CLEC	SWBT	COMMENTS
Division - Missouri	0.82	1.06	
Division - Arkansas	0.98	1.50	
Division - Kansas	1.13	1.21	
Division - Houston	1.05	1.24	
Division - Oklahoma	1.04	1.39	
Division - Dallas	0.92	1.19	
Division - San Antonio	1.18	1.42	

## OSS Interface Percent Availability

	CLEC/SWBT	COMMENTS
DATAGATE	100.00%	
VERIGATE	99.90%	
LEX	99.90%	
EDI	100.00%	
TOOLBAR	99.90%	
RAF by CLEC	---	Varies by CLEC

## Pre-Ordering/Ordering

## Consumer EASE Availability - By Division (CPU Platform)

## CLEC/SWBT

Division - Missouri	100.00%		COMMENTS
Division - Arkansas	100.00%		
Division - Kansas	100.00%		Insufficient Sample
Division - Houston	100.00%		
Division - Oklahoma	99.92%		Insufficient Sample
Division - Dallas	100.00%		
Division - San Antonio	100.00%		Insufficient Sample

## Business EASE Availability - By Division (CPU Platform)

## CLEC/SWBT

Division - Missouri	100.00%		Insufficient Sample
Division - Arkansas	100.00%		
Division - Kansas	100.00%		COMMENTS
Division - Houston	100.00%		
Division - Oklahoma	100.00%		Insufficient Sample
Division - Dallas	100.00%		Insufficient Sample
Division - San Antonio	100.00%		

## % Firm Order Confirmations Received Within "X" Hours - Mechanized

## CLEC

Residence and Simple Business - LEX - <24 Hours	89.9%		Insufficient Sample
Residence and Simple Business - EDI - <24 Hours	n/a		Insufficient Sample
Complex Business - LEX - <48 Hours	78.0%		
Complex Business - EDI - <48 Hours	n/a		COMMENTS
UNE Loop and Switch Ports - LEX - <24 Hours	85.6%		Insufficient Sample
UNE Loop and Switch Ports - EDI - <24 Hours	n/a		
Other - LEX - <24 Hours	97.1%		Insufficient Sample
Other - EDI - <24 Hours	n/a		

## % Firm Order Confirmations Received Within "X" Hours - Manual

## CLEC

Residence and Simple Business - <24 Hours	97.0%		Insufficient Sample
Complex Business - Negotiated - Recd. on Time	95.8%		
Complex Business - ( 1 - 200 Lines ) - <48 Hours	n/a		
Complex Business - ( 200 + Lines ) - Recd. on Time	100.0%		
UNE Loop - ( 1 - 50 Lines ) - <24 Hours	95.8%		
UNE Loop - ( 50 + Lines ) - <48 Hours	94.3%		
Switch Ports - <24 Hours	59.3%		
Other - <24 Hours	n/a		

## Average Time to Return FOC

## CLEC

Residence and Simple Business - LEX	12.7		
Residence and Simple Business - EDI	n/a		
Complex Business - LEX	45.5		
Complex Business - EDI	n/a		
UNE Loop and Switch Ports - LEX	14.1		
UNE Loop and Switch Ports - EDI	n/a		
Other - LEX	7.5		COMMENTS
Other - EDI	n/a		

Pre-Ordering/Ordering				
% Mechanized Completions Returned Within 1 Hour of SORD Batch Cycle		CLEC	COMMENTS	
LEX	99.4%			
EDI	n/a			Insufficient Sample
Average Time to Return Mechanized Completions (Hours)		CLEC	COMMENTS	
LEX	0.14			
EDI	n/a			Insufficient Sample
Percent Rejects (For the Electronic Interfaces EDI and LEX)		CLEC	COMMENTS	
LEX	26.5%			
EDI	n/a			Insufficient Sample
% Mechanized Rejects Returned Within 1 Hour of start of EDI/LASR Batch Process		CLEC	COMMENTS	
LEX	96.3%			
EDI	n/a			Insufficient Sample
Mean Time to Return Mechanized Rejects (Hours)		CLEC	COMMENTS	
LEX	0.12			
EDI	n/a			Insufficient Sample
Order Process % Flow Through - EASE		CLEC	SWBT	COMMENTS
Through Posting	80.5%		86.2%	
Through Completion	92.5%		91.0%	
Through SORD Distribution	93.9%		92.6%	

Billing				
		CLEC	SWBT	COMMENTS
Billing Accuracy				
CRIS Usage Bill Audit (Percent Error Rate)	0.20%		0.32%	
CABS Usage Bill Audit (Percent Error Rate)	0.00%		3.02%	
CRIS Bill Audit (Percent Error Rate)	0.00%		0.00%	Insufficient Sample
Percent of Accurate and Complete Formatted Mechanized Bills		100.0%		
Percent of Billing Records Transmitted Correctly		100.0%		
Billing Completeness - Percent Complete		97.1%		
Billing Timeliness (Mechanized Bill) - Percent on Time		99.2%		
Daily Usage Feed Timeliness - Percent on Time		97.2%		
Percent Unbillable Usage - CRIS (AMA/ECS)		0.763%		
Percent Unbillable Usage - CABS		0.010%		

Miscellaneous Administrative				
LSC		Dallas	Alliance	SWBT
Grade of Service - % of Calls Answered Within 20 Secs.		96.0%	96.4%	88.1%
Average Speed of Answer (Seconds)		6.0	5.0	13.2
Percent of Calls Offered With Busy Condition		0.0%	0.0%	15.3%
LOC		LOC	SWBT	COMMENTS
Grade of Service - % of Calls Answered Within 20 Secs.		91.8%	84.8%	
Average Speed of Answer (Seconds)		6.0	n/a	
Percent of Calls Offered With Busy Condition		0.0%	n/a	

Directory Assistance/Operator Services			
		North Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	31.3%		
% Calls Answered in < 2.5 Seconds	45.2%		
% Calls Answered in > 7.5 Seconds	21.8%		
% Calls Answered in > 10.0 Seconds	15.9%		
% Calls Answered in > 15.0 Seconds	8.5%		
% Calls Answered in > 20.0 Seconds	4.1%		
% Calls Answered in > 25.0 Seconds	2.4%		
Average Speed of Answer (Seconds)	5.2		
		West Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	49.9%		
% Calls Answered in < 2.5 Seconds	64.8%		
% Calls Answered in > 7.5 Seconds	12.5%		
% Calls Answered in > 10.0 Seconds	7.8%		
% Calls Answered in > 15.0 Seconds	4.3%		
% Calls Answered in > 20.0 Seconds	2.2%		
% Calls Answered in > 25.0 Seconds	1.0%		
Average Speed of Answer (Seconds)	3.3		
		Southeast Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	45.3%		
% Calls Answered in < 2.5 Seconds	59.1%		
% Calls Answered in > 7.5 Seconds	14.4%		
% Calls Answered in > 10.0 Seconds	10.0%		
% Calls Answered in > 15.0 Seconds	4.9%		
% Calls Answered in > 20.0 Seconds	2.8%		
% Calls Answered in > 25.0 Seconds	1.6%		
Average Speed of Answer (Seconds)	3.9		
		South Texas*	
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	42.0%		
% Calls Answered in < 2.5 Seconds	54.3%		
% Calls Answered in > 7.5 Seconds	23.3%		
% Calls Answered in > 10.0 Seconds	18.3%		
% Calls Answered in > 15.0 Seconds	12.8%		
% Calls Answered in > 20.0 Seconds	9.5%		
% Calls Answered in > 25.0 Seconds	7.0%		
Average Speed of Answer (Seconds)	6.9		

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

## North Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	41.6%	
% Calls Answered in < 2.5 Seconds	64.0%	
% Calls Answered in > 7.5 Seconds	6.0%	
% Calls Answered in > 10.0 Seconds	2.6%	
% Calls Answered in > 15.0 Seconds	0.5%	
% Calls Answered in > 20.0 Seconds	0.1%	
% Calls Answered in > 25.0 Seconds	0.0%	
Average Speed of Answer (Seconds)	2.7	

## West Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	35.6%	
% Calls Answered in < 2.5 Seconds	59.8%	
% Calls Answered in > 7.5 Seconds	8.3%	
% Calls Answered in > 10.0 Seconds	4.8%	
% Calls Answered in > 15.0 Seconds	2.4%	
% Calls Answered in > 20.0 Seconds	1.6%	
% Calls Answered in > 25.0 Seconds	0.8%	
Average Speed of Answer (Seconds)	3.3	

## Southeast Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	67.2%	
% Calls Answered in < 2.5 Seconds	79.3%	
% Calls Answered in > 7.5 Seconds	5.6%	
% Calls Answered in > 10.0 Seconds	3.7%	
% Calls Answered in > 15.0 Seconds	1.6%	
% Calls Answered in > 20.0 Seconds	0.8%	
% Calls Answered in > 25.0 Seconds	0.6%	
Average Speed of Answer (Seconds)	1.9	

## South Texas\*

Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS
% Calls Answered in < 1.5 Seconds	52.3%	
% Calls Answered in < 2.5 Seconds	64.2%	
% Calls Answered in > 7.5 Seconds	16.0%	
% Calls Answered in > 10.0 Seconds	13.3%	
% Calls Answered in > 15.0 Seconds	9.9%	
% Calls Answered in > 20.0 Seconds	7.4%	
% Calls Answered in > 25.0 Seconds	6.0%	
Average Speed of Answer (Seconds)	7.1	

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

Directory Assistance/Operator Services (Continued)

Eastern Missouri			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	39.8%		
% Calls Answered in < 2.5 Seconds	55.9%		
% Calls Answered in > 7.5 Seconds	13.2%		
% Calls Answered in > 10.0 Seconds	8.4%		
% Calls Answered in > 15.0 Seconds	3.9%		
% Calls Answered in > 20.0 Seconds	1.5%		
% Calls Answered in > 25.0 Seconds	0.5%		
Average Speed of Answer (Seconds)	3.7		
Kansas and Western Missouri Combined			
Operator Services - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	27.4%		
% Calls Answered in < 2.5 Seconds	45.6%		
% Calls Answered in > 7.5 Seconds	14.6%		
% Calls Answered in > 10.0 Seconds	8.2%		
% Calls Answered in > 15.0 Seconds	2.6%		
% Calls Answered in > 20.0 Seconds	1.1%		
% Calls Answered in > 25.0 Seconds	0.6%		
Average Speed of Answer (Seconds)	4.1		
Eastern Missouri			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	36.2%		
% Calls Answered in < 2.5 Seconds	52.7%		
% Calls Answered in > 7.5 Seconds	14.5%		
% Calls Answered in > 10.0 Seconds	8.8%		
% Calls Answered in > 15.0 Seconds	4.1%		
% Calls Answered in > 20.0 Seconds	1.4%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	3.9		
Kansas and Western Missouri Combined			
Directory Assistance - Grade of Service:	CLEC/SWBT	COMMENTS	
% Calls Answered in < 1.5 Seconds	30.3%		
% Calls Answered in < 2.5 Seconds	49.5%		
% Calls Answered in > 7.5 Seconds	11.8%		
% Calls Answered in > 10.0 Seconds	5.9%		
% Calls Answered in > 15.0 Seconds	1.6%		
% Calls Answered in > 20.0 Seconds	0.7%		
% Calls Answered in > 25.0 Seconds	0.4%		
Average Speed of Answer (Seconds)	3.7		

NOTE: \* These geographic designations are aligned by Operator Services operational responsibilities and do not match SWBT market areas.

Directory Assistance/Operator Services (Continued)

Oklahoma

Operator Services - Grade of Service:

CLEC/SWBT

COMMENTS

% Calls Answered in < 1.5 Seconds	31.9%
% Calls Answered in < 2.5 Seconds	48.2%
% Calls Answered in > 7.5 Seconds	15.1%
% Calls Answered in > 10.0 Seconds	8.5%
% Calls Answered in > 15.0 Seconds	3.9%
% Calls Answered in > 20.0 Seconds	2.4%
% Calls Answered in > 25.0 Seconds	2.1%
Average Speed of Answer (Seconds)	4.5

Oklahoma

Directory Assistance - Grade of Service:

CLEC/SWBT

COMMENTS

% Calls Answered in < 1.5 Seconds	20.8%
% Calls Answered in < 2.5 Seconds	32.7%
% Calls Answered in > 7.5 Seconds	33.1%
% Calls Answered in > 10.0 Seconds	23.5%
% Calls Answered in > 15.0 Seconds	11.8%
% Calls Answered in > 20.0 Seconds	6.1%
% Calls Answered in > 25.0 Seconds	3.3%
Average Speed of Answer (Seconds)	7.1

Arkansas

Operator Services - Grade of Service:

CLEC/SWBT

COMMENTS

% Calls Answered in < 1.5 Seconds	21.7%
% Calls Answered in < 2.5 Seconds	38.4%
% Calls Answered in > 7.5 Seconds	20.7%
% Calls Answered in > 10.0 Seconds	13.5%
% Calls Answered in > 15.0 Seconds	5.5%
% Calls Answered in > 20.0 Seconds	2.5%
% Calls Answered in > 25.0 Seconds	1.0%
Average Speed of Answer (Seconds)	5.2

Arkansas

Directory Assistance - Grade of Service:

CLEC/SWBT

COMMENTS

% Calls Answered in < 1.5 Seconds	28.3%
% Calls Answered in < 2.5 Seconds	43.2%
% Calls Answered in > 7.5 Seconds	20.1%
% Calls Answered in > 10.0 Seconds	12.7%
% Calls Answered in > 15.0 Seconds	5.1%
% Calls Answered in > 20.0 Seconds	2.2%
% Calls Answered in > 25.0 Seconds	0.9%
Average Speed of Answer (Seconds)	4.8



**POTS - Provisioning**

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.21	2.55	Yes	
Mean Installation Interval - Field Work - Business	2.80	3.59	Yes	
Mean Installation Interval - No Field Work - Residence	1.59	0.68	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	2.26	0.83	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.92%	95.21%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.50%	87.60%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	96.46%	98.86%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	84.91%	96.89%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	3.77%	5.95%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	2.22%	6.90%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.32%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	7.83	3.26		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	3.00	2.61		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.40%	0.15%	No	First month out of parity
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.33%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.07%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	1.39%	4.17%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	5.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	3.43%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	6.51%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.29%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.47%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	8.14	10.14		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	12.67		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.17%	4.42%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.83%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.71%	1.55%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.00%	1.51%	Yes	

**POTS - Maintenance**

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.36%	2.79%	Yes	
Trouble Report Rate (%) - Business	0.14%	1.24%		Insufficient Sample
% Missed Repair Commitments - Dispatch - Residence	8.51%	8.06%	Yes	
% Missed Repair Commitments - Dispatch - Business	30.77%	15.14%		Insufficient Sample
% Missed Repair Commitments - No Dispatch - Residence	5.88%	4.96%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	11.98%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	27.85	20.53	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Business	2.48	10.40		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	15.41	7.65		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	3.78		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	17.90	14.71	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	6.96	7.78		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	6.05	9.03		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	0.32	5.20		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	89.92%	94.77%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	92.31%	96.87%		Insufficient Sample
% Repeat Reports - Residence	4.07%	8.39%	Yes	
% Repeat Reports - Business	0.00%	7.37%		Insufficient Sample

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	2.74			Insufficient Sample
Average Installation Interval - ISDN	15.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	2.01%	Yes	
% SWBT Caused Missed Due Dates - ISDN	20.00%	5.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	2.71		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	1.00	3.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.43%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	2.50%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	4.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	6.60%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	2.47%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.52%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	10.25		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	10.22		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	4.89		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	5.92		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	62.65		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	21.89		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	13.57		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	2.83		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	4.04		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	20.82		Insufficient Sample
% Repeat Reports - VGPL	n/a	7.02%		Insufficient Sample
% Repeat Reports - ISDN	n/a	0.00%		Insufficient Sample
% Repeat Reports - DDS	n/a	2.70%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.00%	2.02%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	4.65%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.27%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	n/a	37.21%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	257.14%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	0.99		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.71%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.46%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	4.60%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.35%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	11.10		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	9.19%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	5.62%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	19.00		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	7.26		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	13.56		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	8.69		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	95.10%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.10			
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	5.33			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	5.79%		No	Under Investigation
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	5.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.31%	2.01%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	6.00	2.71		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	2.50%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.43%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	4.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	2.47%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	2.54%	6.60%	Yes	
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	13.33%	4.65%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.01%	2.02%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	6.90%	37.21%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	88.24%	8.06%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	0.17	10.22		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	6.99	10.25		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	2.17	5.92		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	0.23	13.57		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	1.52	21.89		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	0.83	4.04		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	11.76%	94.77%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	0.00%	0.00%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	4.35%	7.02%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	0.00%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.06%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.04%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.95%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	5.5%	24.5%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	24.5%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	4.00	2.00		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	2.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - CLEC to SWBT Trunking	0.0%	0.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.0%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	10.07	3.09		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	17.67	3.09		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	5.68%			
Percent Installations Completed Within in 7 Days	33.51%			
Percent Installations Completed Within in 10 Days	67.57%			
Average Installation Interval (Days)	10.07			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.66	3.34	Yes	
Mean Installation Interval - Field Work - Business	2.80	3.45	Yes	
Mean Installation Interval - No Field Work - Residence	1.72	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.60	0.89	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	95.62%	89.43%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	91.80%	88.74%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	93.34%	96.85%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	92.26%	96.25%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.41%	5.86%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	7.38%	5.58%	No	Nov 97 - Jun 98, Aug 98 - Sept 98 in parity
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.07%	0.04%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - No Field Work - Business	0.18%	0.89%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.80	4.08		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	4.50	4.89		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.69%	0.64%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	1.52%	0.82%	No	Under Investigation
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.12%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	3.81%	4.69%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	6.07%	4.48%	No	Nov 97 - Jun 98, Aug 98 - Sept 98 in parity
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	18.18%	13.39%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	25.00%	18.26%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	4.55%	1.56%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	1.83%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	16.27	15.70		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	15.86	18.42		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.20%	4.46%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	3.04%	3.05%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.80%	1.83%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.85%	1.58%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	2.75%	3.26%	Yes	
Trouble Report Rate (%) - Business	1.06%	1.39%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.81%	8.22%	Yes	
% Missed Repair Commitments - Dispatch - Business	15.06%	14.58%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	2.36%	4.66%	Yes	
% Missed Repair Commitments - No Dispatch - Business	13.21%	13.48%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	25.35	30.94	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	17.61	17.03	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	7.74	11.32		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	1.42	8.96		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	23.68	23.01	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	12.07	12.31	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	8.54	11.68	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	6.45	11.33	Yes	
% Out of Service (OOS) <24 Hours - Residence	74.00%	79.06%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	90.05%	89.62%	Yes	
% Repeat Reports - Residence	6.94%	7.00%	Yes	
% Repeat Reports - Business	4.85%	6.62%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.80			
Average Installation Interval - ISDN	6.20			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	14.61%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	1.78%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	1.77%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	22.66		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	5.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	1.18%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	5.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	1.21%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	5.48%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.08%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.08	21.50		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	13.64		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	27.25		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	4.75		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	9.36	21.00		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	11.06		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	10.14		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	2.95		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	10.72		Insufficient Sample
% Repeat Reports - VGPL	0.00%	2.07%		Insufficient Sample
% Repeat Reports - ISDN	n/a	6.06%		Insufficient Sample
% Repeat Reports - DDS	n/a	4.55%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.37%	1.88%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	5.55%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.16%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	5.56%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	15.09%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.24		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.72%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.50%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	14.99%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	1.65%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	16.59		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	9.18%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	5.52%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	29.08		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	11.12		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	21.28		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	11.64		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	80.68%		Insufficient Sample



## Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	2.67			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	66.67%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.78%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	14.61%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.33		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	22.66		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	1.18%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	5.48%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	1.21%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample

## Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.55%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	n/a	1.88%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	n/a	5.56%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	8.22%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	13.64		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	21.50		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	11.06		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	21.00		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	2.95		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	79.06%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.08%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	2.07%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	0.00%		Insufficient Sample

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.10%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.36%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	18.3%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	n/a	18.3%		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	26.00		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	26.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	5.0%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	n/a	5.0%		Insufficient Sample
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	54.18		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	n/a	54.18		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	0.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	n/a	0.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days	n/a			
Percent Missed Due Dates	n/a			

POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.45	3.05	Yes	
Mean Installation Interval - Field Work - Business	2.36	3.02	Yes	
Mean Installation Interval - No Field Work - Residence	1.53	0.87	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.47	0.73	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	95.07%	92.26%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	97.62%	92.33%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	92.89%	96.20%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.25%	96.09%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.11%	4.29%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.39%	4.42%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.19%	0.05%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - No Field Work - Business	0.38%	0.44%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	6.10	3.44		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	n/a	5.60		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.19%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.33%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.07%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.95%	2.98%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	3.39%	3.18%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	6.30%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	8.62%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	3.00	8.93		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	12.00	10.95		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.75%	3.31%	No	Under Investigation
% Trouble Reports within 10 Days - Field Work - Business	0.00%	1.76%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.25%	1.33%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.57%	1.33%	Yes	

POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.89%	2.83%		Insufficient Sample
Trouble Report Rate (%) - Business	0.52%	1.31%	Yes	
% Missed Repair Commitments - Dispatch - Residence	4.12%	8.61%	Yes	
% Missed Repair Commitments - Dispatch - Business	6.82%	13.81%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	1.89%	7.45%	Yes	
% Missed Repair Commitments - No Dispatch - Business	10.00%	12.20%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	37.81	44.36	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	4.46	19.43		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	29.73	13.88		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	10.14		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	31.88	31.22	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	23.22	16.50	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	17.11	19.43		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	16.11	13.16		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	50.85%	63.62%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	83.78%	83.21%	Yes	
% Repeat Reports - Residence	4.38%	7.62%	Yes	
% Repeat Reports - Business	0.00%	6.81%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.57			Insufficient Sample
Average Installation Interval - ISDN	5.00			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	2.00			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	0.87%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	1.59%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	20.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	50.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	11.70		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	104.71		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	1.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	1.00		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.09%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.68%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.09%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	0.23%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	10.00%	2.61%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	7.64%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.13%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	6.51	16.26		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	17.05		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	28.44		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	31.75		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	4.42	17.57		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	21.26		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	9.85		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	10.11		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	n/a		Insufficient Sample
% Repeat Reports - VGPL	9.09%	4.40%		Insufficient Sample
% Repeat Reports - ISDN	n/a	3.36%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.00%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	n/a		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.88%	3.19%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	7.22%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.46%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	26.87%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	0.00%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.20		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.57%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.35%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	7.03%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.00%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	9.56		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	9.41%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	7.94%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	40.91		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	13.55		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	28.83		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	18.65		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	66.76%		Insufficient Sample

## Unbundled Network Elements (UNE) - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	6.66			
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	5.00			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	18.75%		No	Under Investigation
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	0.00%			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	COMMENTS
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	0.00%	1.59%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	0.87%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	20.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	104.71		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	11.70		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	1.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	0.00%	0.68%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.09%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	0.00%	0.23%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.09%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	1.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	2.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	0.00%	7.64%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	8.33%	2.61%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

## Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	7.22%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.57%	3.19%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	2.44%	26.87%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	81.25%	8.61%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	17.05		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.33	16.26		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	1.67	31.75		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	21.26		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	9.79	17.57		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	10.11		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	18.75%	63.82%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	3.36%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	8.82%	4.40%	No	Under Investigation
% Repeat Reports - DS1 Loop	100.00%	0.00%		Insufficient Sample

Interconnection Trunks				
	Result		COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.04%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.03%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.35%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	73.6%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	1.1%	73.6%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	33.01		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	53.50	33.01	No	Under Investigation
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	30.3%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	1.1%	30.3%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	55.12	24.50		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	33.20	24.50		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	0.0%	88.9%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	75.0%	88.9%		Insufficient Sample

Interim Number Portability (INP)				
	Result		COMMENTS	
Percent Installations Completed Within in 3 Days	27.27%			
Percent Installations Completed Within in 7 Days	45.45%			
Percent Installations Completed Within in 10 Days	81.82%			
Average Installation Interval (Days)	7.64			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.46	3.07	Yes	
Mean Installation Interval - Field Work - Business	2.86	3.56	Yes	
Mean Installation Interval - No Field Work - Residence	2.13	0.97	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.51	0.94	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	98.17%	92.75%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	96.52%	88.70%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	86.39%	97.09%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.57%	95.47%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	4.50%	7.63%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	4.83%	6.31%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.08%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.53%	0.23%	No	Appears CLEC Requested Due Dates Greater than Offered Date
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.54	2.69		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.75	5.12		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.00%	0.26%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.33%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.05%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.95%	3.67%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	2.07%	3.02%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	7.25%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	0.00%	7.83%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.83%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	5.43	12.03		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	21.33	11.74		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.96%	3.98%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	0.69%	2.40%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.31%	1.76%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.24%	1.77%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	7.07%	3.29%	No	Under Investigation
Trouble Report Rate (%) - Business	0.55%	1.72%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.44%	10.85%	Yes	
% Missed Repair Commitments - Dispatch - Business	17.36%	21.29%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	5.80%	6.39%	Yes	
% Missed Repair Commitments - No Dispatch - Business	18.75%	14.39%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	25.76	31.51	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	3.14	13.98		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	13.61	11.21		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	16.35	7.20		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	21.11	25.13	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	10.20	12.44	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	14.74	13.99	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	5.97	7.35		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	69.36%	73.31%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	92.41%	89.04%	Yes	
% Repeat Reports - Residence	6.27%	8.43%	Yes	
% Repeat Reports - Business	7.32%	7.52%	Yes	



Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	3.12			
Average Installation Interval - ISDN	5.22			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	0.86%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	0.82%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	4.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	10.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.29%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	4.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	5.77%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	13.79%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.17%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	n/a	18.82		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	19.68		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	20.88		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	7.59		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	n/a	12.44		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	32.64		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	28.52		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	2.19		Insufficient Sample
% Repeat Reports - VGPL	n/a	7.02%		Insufficient Sample
% Repeat Reports - ISDN	n/a	9.70%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.30%		Insufficient Sample
% Repeat Reports - DS1	n/a	0.00%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.00%	4.89%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.00%	8.05%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	n/a	0.38%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	3.85%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	11.76%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.28		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.78%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.33%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	7.40%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.62%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	11.95		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	12.61%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	7.24%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	28.82		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	10.88		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	22.90		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	13.20		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	75.96%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	12.86			
Average Installation Interval (Days) - DS1 Loop	1.10			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	22.86%		No	Under Investigation
% Installations Completed Within in 3 Days - DS1 Loop	85.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	0.82%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	0.86%	Yes	
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	0.00%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	10.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	4.33		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	n/a		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.29%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	4.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	13.79%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	5.77%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	8.05%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.30%	4.89%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	3.21%	3.85%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	87.50%	10.85%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	19.68		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	7.98	18.82		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	7.46	n/a		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	12.44		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	9.95	7.59		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	3.14	28.52		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	12.50%	73.31%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	9.70%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	10.00%	7.02%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	0.00%		Insufficient Sample

## Interconnection Trunks

		Result	COMMENTS	
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	1.11%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.14%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.20%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.10%			
		CLEC	SWBT	COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.0%	2.8%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	2.8%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	n/a	45.13		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	45.13		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	0.3%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	0.3%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	n/a	5.45		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	5.49	5.45		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	n/a	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

## Interim Number Portability (INP)

		Result	COMMENTS	
Percent Installations Completed Within in 3 Days	90.82%			
Percent Installations Completed Within in 7 Days	91.76%			
Percent Installations Completed Within in 10 Days	92.59%			
Average Installation Interval (Days)	1.35			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.06	2.49	Yes	
Mean Installation Interval - Field Work - Business	1.09	2.67	Yes	
Mean Installation Interval - No Field Work - Residence	1.34	0.74	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.04	0.86	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	98.75%	95.38%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	100.00%	93.35%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	96.09%	97.99%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	96.73%	96.74%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Residence	2.03%	3.24%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	1.23%	2.84%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.36%	0.05%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - No Field Work - Business	0.00%	0.74%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	10.14	6.35		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.00	10.95		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.25%	0.18%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.00%	0.34%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.07%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	0.25%	2.66%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	0.00%	2.10%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	5.28%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	n/a	12.73%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.33%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	n/a	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	12.00	8.70		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	n/a	14.12		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.55%	3.72%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.47%	2.48%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.79%	1.41%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.85%	1.60%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.66%	2.14%	No	Under Investigation
Trouble Report Rate (%) - Business	24.79%	1.09%		Insufficient Sample
% Missed Repair Commitments - Dispatch - Residence	3.62%	5.47%	Yes	
% Missed Repair Commitments - Dispatch - Business	11.11%	13.16%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.26%	3.72%	Yes	
% Missed Repair Commitments - No Dispatch - Business	0.00%	10.41%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	21.75	19.36	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	18.14	14.53		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	4.32	5.42		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	n/a	5.18		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	14.55	14.83	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	9.91	16.98	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	7.78	7.90		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch - Business	8.30	5.97		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	90.24%	91.56%	Yes	
% Out of Service (OOS) <24 Hours - Business	94.55%	90.68%	Yes	
% Repeat Reports - Residence	8.16%	7.61%	Yes	
% Repeat Reports - Business	7.41%	7.62%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	0.00			Insufficient Sample
Average Installation Interval - ISDN	9.33			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	n/a			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	18.18%	1.30%		Insufficient Sample
% SWBT Caused Missed Due Dates - ISDN	0.00%	1.05%		Insufficient Sample
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	9.09%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	30.00	6.23		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - ISDN	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - DS1	n/a	2.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.30%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	1.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	3.03%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	3.58%		Insufficient Sample
% Trouble Report within 30 Days - DDS	n/a	0.41%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	4.88	16.45		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	n/a	18.97		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	5.39		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	8.05		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	n/a	33.73		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	5.15	19.51		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	54.24		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	2.10		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	6.99		Insufficient Sample
% Repeat Reports - VGPL	0.00%	5.95%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	6.40%		Insufficient Sample
% Repeat Reports - DDS	n/a	3.15%		Insufficient Sample
% Repeat Reports - DS1	n/a	5.41%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.43%	2.16%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	3.85%	5.38%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.55%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	24.67%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	32.43%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.01		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.45%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.27%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	7.26%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.24%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	10.15		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	6.79%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	4.47%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	18.65		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	5.40		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	15.23		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	7.65		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	91.40%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning				
	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	n/a			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	1.05%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	1.30%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	9.09%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	2.00		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	6.23		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	2.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	n/a	0.30%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	1.67		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	3.58%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	n/a	3.03%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.38%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	2.16%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	24.67%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	5.47%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	18.97		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	16.45		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	8.05		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	19.51		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	33.73		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	2.10		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	91.56%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	6.40%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	5.95%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	5.41%		Insufficient Sample



Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	1.15%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.05%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.03%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	0.00%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	22.6%	54.1%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	54.1%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	4.98	60.16	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	60.16		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - CLEC to SWBT Trunking	0.0%	54.1%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	54.1%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	39.81	108.42		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	14.62	108.42		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	50.0%	46.2%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	50.0%	46.2%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	n/a			
Percent Installations Completed Within in 7 Days	n/a			
Percent Installations Completed Within in 10 Days	n/a			
Average Installation Interval (Days)	n/a			
Percent Trouble Reports within 30 Days	n/a			
Percent Missed Due Dates	n/a			

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.95	3.81	Yes	
Mean Installation Interval - Field Work - Business	3.97	3.74	Yes	
Mean Installation Interval - No Field Work - Residence	1.91	0.53	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.56	0.80	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	95.49%	89.79%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	90.67%	89.89%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	88.19%	98.40%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	93.60%	97.09%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.69%	11.04%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	8.10%	9.80%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.04%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.04%	0.62%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	7.72	5.56		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	2.00	7.23		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.13%	0.58%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.40%	0.58%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.06%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.28%	8.63%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	7.69%	7.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	0.00%	6.60%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	5.26%	7.03%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.43%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.18%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	6.59	11.04	Yes	
Average Delay Days due to Lack of Facilities - Business	11.68	11.74		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	3.48%	4.78%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.83%	2.40%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	2.00%	1.77%	No	Under Investigation
% Trouble Reports within 10 Days - No Field Work - Business	0.34%	1.38%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.67%	3.69%	No	Under Investigation
Trouble Report Rate (%) - Business	1.14%	1.79%	Yes	
% Missed Repair Commitments - Dispatch - Residence	10.20%	7.93%	No	Sept 97 - Aug 98 in parity
% Missed Repair Commitments - Dispatch - Business	6.94%	10.27%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	4.49%	5.24%	Yes	
% Missed Repair Commitments - No Dispatch - Business	4.29%	8.13%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	44.12	64.72	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	57.72	34.15		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	24.72	31.17	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	15.82	22.48		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	35.54	35.62	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	25.40	24.69	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	19.18	18.30	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	17.82	14.43	No	First month with sufficient sample
% Out of Service (OOS) <24 Hours - Residence	57.89%	63.49%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	75.00%	74.34%	Yes	
% Repeat Reports - Residence	11.33%	9.85%	No	First month out of parity
% Repeat Reports - Business	4.40%	8.19%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	5.97			
Average Installation Interval - ISDN	7.00			Insufficient Sample
Average Installation Interval - DDS	1.00			Insufficient Sample
Average Installation Interval - DS1	41.00			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	97.30%			
% Installations Completed Within in 20 Days - ISDN	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	50.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	6.26%	Yes	
% SWBT Caused Missed Due Dates - ISDN	0.00%	10.66%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	6.51%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	2.04%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	21.43%	150.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	5.61		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	n/a	5.93		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	6.54		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	8.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	7.00	7.00		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.66%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.14%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	0.70%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	12.20		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	0.00%	0.77%	Yes	
% Trouble Report within 30 Days - ISDN	6.00%	6.28%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.23%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% Trouble Report within 30 Days - DS3	0.00%	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	1.50	18.37		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	8.92	8.00		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	31.47		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	9.22		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	110.43		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	3.58	52.58		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	6.11	4.49		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	84.24		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	10.88		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	12.90		Insufficient Sample
% Repeat Reports - VGPL	0.00%	3.79%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	8.38%		Insufficient Sample
% Repeat Reports - DDS	n/a	1.61%		Insufficient Sample
% Repeat Reports - DS1	n/a	4.18%		Insufficient Sample
% Repeat Reports - DS3	n/a	2.27%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.21%	2.64%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.62%	6.51%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.32%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	25.10%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	0.00%	141.94%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	1.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	1.19%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.83%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	6.73%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.36%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	11.24		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	8.35%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	5.59%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	59.86		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	30.19		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	33.55		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	17.84		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	65.40%		Insufficient Sample

## Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	2.75			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	5.50			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	75.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	10.66%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	32.14%	6.26%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	2.04%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.93		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	7.00	5.61		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	8.00		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.14%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.66%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.70%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	12.20		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	6.28%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	3.57%	0.77%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	0.00%	0.00%		Insufficient Sample

## Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	6.51%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.16%	2.64%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	1.47%	25.10%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	100.00%	7.93%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.00		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	16.68	18.37		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	4.12	9.22		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	4.49		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	52.58		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	10.88		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	0.00%	63.49%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	8.38%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	66.67%	3.79%		Insufficient Sample
% Repeat Reports - DS1 Loop	0.00%	4.18%		Insufficient Sample

Interconnection Trunks				
	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	1.11%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.05%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.01%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.01%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.12%			
	CLEC	SWBT	COMMENTS	
Percent Missed Due Dates - CLEC to SWBT Trunking	0.1%	65.8%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	11.8%	65.8%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	14.50	9.67		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	6.40	9.67	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	2.6%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	2.6%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	11.83	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	8.07	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	80.0%	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	90.0%	n/a		Insufficient Sample

Interim Number Portability (INP)				
	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	100.00%			
Percent Installations Completed Within in 7 Days	100.00%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	0.11			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

POTS - Provisioning				
	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.46	3.11	Yes	
Mean Installation Interval - Field Work - Business	2.98	3.45	Yes	
Mean Installation Interval - No Field Work - Residence	1.56	0.45	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.70	0.79	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.44%	93.69%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	94.37%	91.13%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	96.00%	99.10%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	92.83%	97.28%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	7.13%	11.20%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	6.53%	7.68%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.13%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.18%	0.83%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	3.73	4.14		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	5.71	9.21		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.06%	0.33%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.77%	0.76%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.07%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	5.65%	8.24%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	5.18%	6.33%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	1.01%	3.88%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	14.81%	11.20%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.17%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.00%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	4.59	7.43	Yes	
Average Delay Days due to Lack of Facilities - Business	10.44	10.19		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	4.62%	4.75%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.30%	2.54%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.18%	1.48%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.97%	1.43%	Yes	

POTS - Maintenance				
	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	3.27%	3.03%	No	Under Investigation
Trouble Report Rate (%) - Business	1.52%	1.29%	No	Under Investigation
% Missed Repair Commitments - Dispatch - Residence	7.38%	6.92%	Yes	
% Missed Repair Commitments - Dispatch - Business	9.30%	10.11%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	6.16%	6.59%	Yes	
% Missed Repair Commitments - No Dispatch - Business	11.25%	13.43%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	41.51	41.99	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	15.69	14.04	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	6.24	12.08	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	4.99	13.24		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	24.80	25.05	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	27.12	11.75	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	10.33	10.72	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	7.36	14.30		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	76.73%	81.24%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	91.44%	92.89%	No	Under Investigation
% Repeat Reports - Residence	6.35%	7.96%	Yes	
% Repeat Reports - Business	6.54%	7.84%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.16			
Average Installation Interval - ISDN	6.20			
Average Installation Interval - DDS	5.00			Insufficient Sample
Average Installation Interval - DS1	8.50			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	99.11%			
% Installations Completed Within in 20 Days - ISDN	100.00%			
% Installations Completed Within in 20 Days - DDS	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.82%	0.80%	Yes	
% SWBT Caused Missed Due Dates - ISDN	1.39%	3.77%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	11.27%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	29.67	12.35		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	1.00	5.29		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	n/a		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	1.75		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.17%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	0.24%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	0.23%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	36.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	5.25		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	9.38%	2.35%	No	Under Investigation
% Trouble Report within 30 Days - ISDN	8.06%	8.67%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.44%		Insufficient Sample
% Trouble Report within 30 Days - DS1	0.00%	3.70%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	n/a		Insufficient Sample



Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.84	5.26		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	10.29	6.12		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	10.34		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	42.21		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	1.41		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	7.95	23.71		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	0.80	3.15		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	0.62	10.67		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	15.59		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	18.83		Insufficient Sample
% Repeat Reports - VGPL	4.65%	5.03%	Yes	
% Repeat Reports - ISDN	20.00%	6.92%		Insufficient Sample
% Repeat Reports - DDS	0.00%	2.20%		Insufficient Sample
% Repeat Reports - DS1	n/a	4.77%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.70%	3.72%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	1.05%	5.16%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	2.94%	0.43%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	41.71%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	49.28%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	1.85	0.83	No	Under Investigation
Percent SWBT Caused Missed Due Dates	5.09%	1.22%	No	Under Investigation
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	0.79%	Yes	
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	5.84%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.13%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	8.17		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	16.67%	7.51%	No	First month with sufficient sample
% Missed Repair Commitments - No Dispatch	36.36%	7.20%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	28.40	37.80		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	2.47	12.21		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	30.91	22.40		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	35.14	11.01		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	67.86%	83.43%		Insufficient Sample

## Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.98			
Average Installation Interval (Days) - DS1 Loop	n/a			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	1.60			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	7.57%		No	Under Investigation
% Installations Completed Within in 3 Days - DS1 Loop	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	3.77%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.49%	0.80%	No	Under Investigation
% SWBT Caused Missed Due Dates - DS1 Loop	n/a	11.27%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	5.29		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	1.36	12.35		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	1.75		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.17%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	0.23%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	0.24%	Yes	
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.25		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	36.00		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	8.67%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	9.06%	2.35%	No	Under Investigation
% Trouble Report within 30 Days - DS1 Loop	n/a	3.70%		Insufficient Sample

## Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	0.00%	5.16%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	5.12%	3.72%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	41.71%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	71.51%	6.92%	No	Under Investigation
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	6.12		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	10.25	5.26	No	Under Investigation
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	42.21		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	3.15		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	5.79	23.71	Yes	
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	15.59		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	28.49%	81.24%	Yes	
% Repeat Reports - BRI Loop - ISDN	n/a	6.92%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	6.67%	5.03%	Yes	
% Repeat Reports - DS1 Loop	n/a	4.77%		Insufficient Sample

## Interconnection Trunks

	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.00%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	1.36%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.01%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.00%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.44%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	2.5%	58.4%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.3%	58.4%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	1.03	42.35	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	22.50	42.35	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	30.5%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.1%	30.5%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	20.79	n/a		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	15.85	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	85.7%	n/a		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	82.4%	n/a		Insufficient Sample

## Interim Number Portability (INP)

	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	100.00%			
Percent Installations Completed Within in 7 Days	100.00%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	1.00			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			

## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.57	3.20	Yes	
Mean Installation Interval - Field Work - Business	2.87	3.22	Yes	
Mean Installation Interval - No Field Work - Residence	1.73	0.43	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.83	0.71	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	97.87%	93.77%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	93.20%	90.59%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	97.80%	99.47%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 3 Days - No Field Work - Business	89.14%	97.32%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	5.94%	10.21%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	7.52%	8.82%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.02%	0.10%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.28%	0.35%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	4.75	5.68		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	8.75	8.03		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.12%	0.48%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.40%	0.38%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.01%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.78%	8.14%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	5.94%	7.43%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	3.61%	5.66%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	3.33%	4.78%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.83%	Yes	
Average Delay Days due to Lack of Facilities - Residence	6.34	8.31	Yes	
Average Delay Days due to Lack of Facilities - Business	8.37	9.14	Yes	
% Trouble Reports within 10 Days - Field Work - Residence	5.82%	5.93%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	2.57%	3.77%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.90%	1.92%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.72%	2.09%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.51%	4.43%	Yes	
Trouble Report Rate (%) - Business	1.49%	2.34%	Yes	
% Missed Repair Commitments - Dispatch - Residence	7.04%	7.94%	Yes	
% Missed Repair Commitments - Dispatch - Business	10.08%	11.36%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	7.48%	8.10%	Yes	
% Missed Repair Commitments - No Dispatch - Business	14.71%	11.83%	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	55.27	65.37	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	30.42	17.17	No	First month out of parity
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	34.79	26.33	No	Under Investigation
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	7.89	11.10		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	39.81	36.35	No	Under Investigation
Receipt To Clear Duration - Out of Service - Dispatch - Business	16.23	12.38	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	22.26	21.44	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	19.83	10.38		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	50.04%	57.72%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	85.33%	90.17%	No	Under Investigation
% Repeat Reports - Residence	6.69%	8.14%	Yes	
% Repeat Reports - Business	7.69%	8.13%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.78			
Average Installation Interval - ISDN	8.76			
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	5.71			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	98.00%			
% Installations Completed Within in 20 Days - ISDN	96.08%			
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	0.00%	4.81%	Yes	
% SWBT Caused Missed Due Dates - ISDN	4.93%	22.08%	Yes	
% SWBT Caused Missed Due Dates - DDS	n/a	7.03%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	n/a	8.33%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	n/a	5.78		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	8.71	8.65		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	4.78		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	14.33		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	1.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	n/a	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	n/a	2.78%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	2.87%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	5.07%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	7.85		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	11.04		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	n/a	2.57%		Insufficient Sample
% Trouble Report within 30 Days - ISDN	0.00%	12.50%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.12%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	15.63%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	7.30	32.02		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	7.63	24.47		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	12.02		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	36.35		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	20.35		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	2.57	31.04		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	3.65	27.73		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	n/a	7.30		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	2.62	6.22		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	7.02		Insufficient Sample
% Repeat Reports - VGPL	9.08%	6.32%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	11.70%		Insufficient Sample
% Repeat Reports - DDS	n/a	7.25%		Insufficient Sample
% Repeat Reports - DS1	0.00%	3.46%		Insufficient Sample
% Repeat Reports - DS3	n/a	0.00%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.56%	3.92%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.49%	6.65%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	0.00%	0.44%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	10.00%	55.24%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	33.33%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	4.27	0.79		Insufficient Sample
Percent SWBT Caused Missed Due Dates	0.00%	1.07%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	0.00%	0.77%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	5.40%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.28%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	8.56		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	100.00%	8.63%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	40.00%	8.52%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	57.71		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	24.01		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	11.44	31.12		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	1.27	20.09		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	100.00%	64.66%		Insufficient Sample

## Unbundled Network Elements (UNE) - Provisioning

	CLEC			COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	12.67			Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	16.00			Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a			Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	0.00%			Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a			Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a			Insufficient Sample
	CLEC	SWBT	PARITY	
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	22.08%		Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	0.00%	4.81%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	8.33%		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	8.65		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	n/a	5.78		Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	14.33		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	1.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	2.78%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	5.07%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	2.87%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	11.04		Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	7.85		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	12.50%		Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	2.57%		Insufficient Sample
% Trouble Report within 30 Days - DS1 Loop	0.00%	15.63%		Insufficient Sample

## Unbundled Network Elements (UNE) - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	6.65%		Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	0.00%	3.92%		Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	0.00%	55.24%		Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	n/a	7.94%		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	24.47		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	n/a	32.02		Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	n/a	36.35		Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	27.73		Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	31.04		Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	n/a	6.22		Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	n/a	57.72%		Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	11.70%		Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	n/a	6.32%		Insufficient Sample
% Repeat Reports - DS1 Loop	n/a	3.46%		Insufficient Sample

Interconnection Trunks				
	Result			COMMENTS
Percent Trunk Blockage - SWBT End Office to CLEC End Office	n/a			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.02%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.16%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.05%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.09%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.04%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	9.1%	6.3%	No	Under Investigation
Percent Missed Due Dates - SWBT to CLEC Trunking	3.6%	6.3%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	6.63	57.81	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	16.75	57.81	Yes	
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	4.4%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	4.4%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	0.60	3.58		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	6.16	3.58		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	100.0%	100.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	100.0%		Insufficient Sample

Interim Number Portability (INP)				
	Result			COMMENTS
Percent Installations Completed Within in 3 Days	100.00%			
Percent Installations Completed Within in 7 Days	100.00%			
Percent Installations Completed Within in 10 Days	100.00%			
Average Installation Interval (Days)	0.50			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			



## POTS - Provisioning

	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval - Field Work - Residence	2.70	3.18	Yes	
Mean Installation Interval - Field Work - Business	3.09	3.33	Yes	
Mean Installation Interval - No Field Work - Residence	1.66	0.47	No	Appears CLEC Requested Due Dates Greater than Offered Date
Mean Installation Interval - No Field Work - Business	1.85	0.69	No	Appears CLEC Requested Due Dates Greater than Offered Date
% Installations Completed Within in 5 Days - Field Work - Residence	96.27%	93.43%	Yes	
% Installations Completed Within in 5 Days - Field Work - Business	95.00%	93.42%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Residence	99.19%	99.30%	Yes	
% Installations Completed Within in 3 Days - No Field Work - Business	87.77%	98.25%	No	Appears CLEC Requested Due Dates Greater than Offered Date
% SWBT Caused Missed Due Dates - Field Work - Residence	6.14%	9.14%	Yes	
% SWBT Caused Missed Due Dates - Field Work - Business	3.98%	7.27%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Residence	0.01%	0.05%	Yes	
% SWBT Caused Missed Due Dates - No Field Work - Business	0.27%	0.31%	Yes	
Average Delay Days SWBT Caused Missed Due Dates - Residence	1.00	4.17		Insufficient Sample
Average Delay Days SWBT Caused Missed Due Dates - Business	1.80	4.56		Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Residence	0.68%	0.63%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - Field Work - Business	0.57%	0.60%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Residence	0.00%	0.00%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - No Field Work - Business	0.00%	0.00%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Residence	4.77%	7.15%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - Business	1.14%	5.67%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Residence	14.29%	9.51%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >30 Days - Business	50.00%	10.07%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Residence	0.00%	0.26%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities >90 Days - Business	0.00%	0.74%		Insufficient Sample
Average Delay Days due to Lack of Facilities - Residence	13.86	12.51		Insufficient Sample
Average Delay Days due to Lack of Facilities - Business	26.00	12.44		Insufficient Sample
% Trouble Reports within 10 Days - Field Work - Residence	5.68%	5.18%	Yes	
% Trouble Reports within 10 Days - Field Work - Business	1.70%	3.36%	Yes	
% Trouble Reports within 10 Days - No Field Work - Residence	1.68%	2.05%	Yes	
% Trouble Reports within 10 Days - No Field Work - Business	0.27%	1.56%	Yes	

## POTS - Maintenance

	CLEC	SWBT	PARITY	COMMENTS
Trouble Report Rate (%) - Residence	4.85%	4.93%	Yes	
Trouble Report Rate (%) - Business	1.20%	2.59%	Yes	
% Missed Repair Commitments - Dispatch - Residence	14.82%	15.93%	Yes	
% Missed Repair Commitments - Dispatch - Business	30.57%	28.86%	Yes	
% Missed Repair Commitments - No Dispatch - Residence	12.03%	14.07%	Yes	
% Missed Repair Commitments - No Dispatch - Business	40.00%	29.48%	No	Under Investigation
Receipt To Clear Duration - Affecting Service - Dispatch - Residence	65.06	65.65	Yes	
Receipt To Clear Duration - Affecting Service - Dispatch - Business	24.78	28.48		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch - Residence	30.65	32.30	Yes	
Receipt To Clear Duration - Affecting Service - No Dispatch - Business	13.35	10.33		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch - Residence	49.29	51.37	Yes	
Receipt To Clear Duration - Out of Service - Dispatch - Business	29.35	21.18	No	Under Investigation
Receipt To Clear Duration - Out of Service - No Dispatch - Residence	34.69	36.55	Yes	
Receipt To Clear Duration - Out of Service - No Dispatch - Business	21.79	18.05		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	49.74%	51.66%	No	Under Investigation
% Out of Service (OOS) <24 Hours - Business	67.48%	77.86%	No	Under Investigation
% Repeat Reports - Residence	7.73%	7.42%	Yes	
% Repeat Reports - Business	8.50%	8.47%	Yes	

Specials - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Average Installation Interval - VGPL	4.53			
Average Installation Interval - ISDN	9.67			Insufficient Sample
Average Installation Interval - DDS	n/a			Insufficient Sample
Average Installation Interval - DS1	7.33			Insufficient Sample
Average Installation Interval - DS3	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - VGPL	96.88%			
% Installations Completed Within in 20 Days - ISDN	95.24%			Insufficient Sample
% Installations Completed Within in 20 Days - DDS	n/a			Insufficient Sample
% Installations Completed Within in 20 Days - DS1	100.00%			Insufficient Sample
% Installations Completed Within in 20 Days - DS3	n/a			Insufficient Sample
% SWBT Caused Missed Due Dates - VGPL	18.05%	7.10%	No	Under Investigation
% SWBT Caused Missed Due Dates - ISDN	1.96%	7.57%	Yes	
% SWBT Caused Missed Due Dates - DDS	0.00%	7.35%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS1	0.00%	12.50%		Insufficient Sample
% SWBT Caused Missed Due Dates - DS3	n/a	0.00%		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates - VGPL	9.63	6.81		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -ISDN	10.00	4.32		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DDS	n/a	11.46		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS1	n/a	6.00		Insufficient Sample
Average Delay days for SWBT Caused Missed Due Dates -DS3	n/a	n/a		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - VGPL	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - ISDN	0.00%	0.00%	Yes	
% SWBT Caused Missed Due Dates > 30 Days - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Caused Missed Due Dates > 30 Days - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - VGPL	0.00%	1.04%	Yes	
% SWBT Missed Due Dates due to Lack of Facilities - ISDN	n/a	2.70%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DDS	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS1	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities - DS3	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 30 Days - DS3	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - VGPL	n/a	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - ISDN	0.00%	0.00%		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DDS	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS1	n/a	n/a		Insufficient Sample
% SWBT Missed Due Dates due to Lack of Facilities > 90 Days - DS3	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - VGPL	n/a	3.86		Insufficient Sample
Average Delay Days due to Lack of Facilities - ISDN	n/a	5.70		Insufficient Sample
Average Delay Days due to Lack of Facilities - DDS	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1	n/a	n/a		Insufficient Sample
Average Delay Days due to Lack of Facilities - DS3	n/a	n/a		Insufficient Sample
% Trouble Report within 30 Days - VGPL	3.33%	2.43%	Yes	
% Trouble Report within 30 Days - ISDN	6.52%	11.01%	Yes	
% Trouble Report within 30 Days - DDS	n/a	0.07%		Insufficient Sample
% Trouble Report within 30 Days - DS1	n/a	3.03%		Insufficient Sample
% Trouble Report within 30 Days - DS3	n/a	0.00%		Insufficient Sample

Specials - Maintenance	CLEC	SWBT	PARITY	COMMENTS
Mean Time to Restore - VGPL (Dispatch)	8.51	17.48		Insufficient Sample
Mean Time to Restore - ISDN (Dispatch)	12.00	8.33		Insufficient Sample
Mean Time to Restore - DDS (Dispatch)	n/a	15.44		Insufficient Sample
Mean Time to Restore - DS1 (Dispatch)	n/a	66.45		Insufficient Sample
Mean Time to Restore - DS3 (Dispatch)	n/a	n/a		Insufficient Sample
Mean Time to Restore - VGPL (No Dispatch)	8.75	8.12		Insufficient Sample
Mean Time to Restore - ISDN (No Dispatch)	1.72	2.93		Insufficient Sample
Mean Time to Restore - DDS (No Dispatch)	0.45	6.03		Insufficient Sample
Mean Time to Restore - DS1 (No Dispatch)	n/a	31.63		Insufficient Sample
Mean Time to Restore - DS3 (No Dispatch)	n/a	53.25		Insufficient Sample
% Repeat Reports - VGPL	14.29%	4.96%		Insufficient Sample
% Repeat Reports - ISDN	0.00%	9.40%		Insufficient Sample
% Repeat Reports - DDS	0.00%	1.72%		Insufficient Sample
% Repeat Reports - DS1	n/a	1.63%		Insufficient Sample
% Repeat Reports - DS3	n/a	7.69%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - VGPL	0.55%	4.44%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - ISDN	0.94%	5.76%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DDS	20.00%	0.52%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS1	0.00%	27.30%		Insufficient Sample
Failure Frequency (Trouble Report Rate) - DS3	n/a	41.94%		Insufficient Sample

UNE Loop and Port Combinations - Provisioning	CLEC	SWBT	PARITY	COMMENTS
Mean Installation Interval	n/a	0.83		Insufficient Sample
Percent SWBT Caused Missed Due Dates	n/a	0.86%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities	n/a	0.62%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 30 Days	n/a	9.66%		Insufficient Sample
Percent SWBT Missed Due Dates due to Lack of Facilities > 90 Days	n/a	0.39%		Insufficient Sample
Average Delay Days Due to Lack of Facilities	n/a	12.49		Insufficient Sample

UNE Loop and Port Combinations - Maintenance	CLEC	SWBT	PARITY	COMMENTS
% Missed Repair Commitments - Dispatch	n/a	18.34%		Insufficient Sample
% Missed Repair Commitments - No Dispatch	n/a	15.65%		Insufficient Sample
Receipt To Clear Duration - Affecting Service - Dispatch	n/a	59.89		Insufficient Sample
Receipt To Clear Duration - Affecting Service - No Dispatch	n/a	29.57		Insufficient Sample
Receipt To Clear Duration - Out of Service - Dispatch	n/a	45.42		Insufficient Sample
Receipt To Clear Duration - Out of Service - No Dispatch	n/a	34.84		Insufficient Sample
% Out of Service (OOS) <24 Hours - Residence	n/a	56.30%		Insufficient Sample

Unbundled Network Elements (UNE) - Provisioning					
	CLEC				COMMENTS
Average Installation Interval (Days) - 2 Wire Analog	7.07				Insufficient Sample
Average Installation Interval (Days) - DS1 Loop	6.90				Insufficient Sample
Average Installation Interval (Days) - 2 Wire Digital	n/a				Insufficient Sample
Average Installation Interval (Days) - Analog Port	n/a				Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Analog	13.79%				Insufficient Sample
% Installations Completed Within in 3 Days - DS1 Loop	20.00%				Insufficient Sample
% Installations Completed Within in 3 Days - 2 Wire Digital	n/a				Insufficient Sample
% Installations Completed Within in 2 Days - Analog Port	n/a				Insufficient Sample
	CLEC	SWBT	PARITY		
% SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	7.57%			Insufficient Sample
% SWBT Caused Missed Due Dates - BRI Loop - VGPL	8.14%	7.10%	Yes		
% SWBT Caused Missed Due Dates - DS1 Loop	0.00%	12.50%			Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - ISDN	n/a	4.32			Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - BRI Loop - VGPL	5.43	6.81			Insufficient Sample
Avg. Delay Days SWBT Caused Missed Due Dates - DS1 Loop	n/a	6.00			Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - ISDN	n/a	0.00%			Insufficient Sample
Percent SWBT Caused Missed Due Dates > 30 Days - BRI Loop - VGPL	0.00%	0.00%	Yes		
Percent SWBT Caused Missed Due Dates > 30 Days - DS1 Loop	0.00%	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - ISDN	n/a	2.70%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities - BRI Loop - VGPL	0.00%	1.04%	Yes		
% SWBT Missed Due Dates Due to Lack of Facilities - DS1 Loop	0.00%	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - ISDN	n/a	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - BRI Loop - VGPL	n/a	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 30 Days - DS1 Loop	n/a	n/a			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - ISDN	n/a	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - BRI Loop - VGPL	n/a	0.00%			Insufficient Sample
% SWBT Missed Due Dates Due to Lack of Facilities > 90 Days - DS1 Loop	n/a	n/a			Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - ISDN	n/a	5.70			Insufficient Sample
Average Delay Days due to Lack of Facilities - BRI Loop - VGPL	n/a	3.86			Insufficient Sample
Average Delay Days due to Lack of Facilities - DS1 Loop	n/a	n/a			Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - ISDN	n/a	11.01%			Insufficient Sample
% Trouble Report within 30 Days - BRI Loop - VGPL	0.00%	2.43%	Yes		
% Trouble Report within 30 Days - DS1 Loop	27.27%	3.03%			Insufficient Sample

Unbundled Network Elements (UNE) - Maintenance					
	CLEC	SWBT	PARITY		COMMENTS
Trouble Report Rate (%) - BRI Loop - ISDN	n/a	5.76%			Insufficient Sample
Trouble Report Rate (%) - BRI Loop - VGPL	1.50%	4.44%			Insufficient Sample
Trouble Report Rate (%) - DS1 Loop	11.90%	27.30%			Insufficient Sample
% Missed Repair Commitments - 2 Wire Analog - 8dB Loop	100.00%	15.93%			Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (Dispatch)	n/a	8.33			Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (Dispatch)	5.11	17.48			Insufficient Sample
Mean Time to Restore - DS1 Loop (Dispatch)	8.27	66.45			Insufficient Sample
Mean Time to Restore - BRI Loop - ISDN (No Dispatch)	n/a	2.93			Insufficient Sample
Mean Time to Restore - BRI Loop - VGPL (No Dispatch)	n/a	8.12			Insufficient Sample
Mean Time to Restore - DS1 Loop (No Dispatch)	6.62	31.63			Insufficient Sample
% Out of Service (OOS) <24 Hours - 2 Wire Analog - 8dB Loop	0.00%	51.66%			Insufficient Sample
% Repeat Reports - BRI Loop - ISDN	n/a	9.40%			Insufficient Sample
% Repeat Reports - BRI Loop - VGPL	50.00%	4.96%			Insufficient Sample
% Repeat Reports - DS1 Loop	20.00%	1.63%			Insufficient Sample

## Interconnection Trunks

	Result	COMMENTS		
Percent Trunk Blockage - SWBT End Office to CLEC End Office	0.00%			
Percent Trunk Blockage - SWBT End Office to SWBT End Office	0.04%			
Percent Trunk Blockage - SWBT Tandem to CLEC End Office	0.91%			
Percent Trunk Blockage - SWBT End Office to SWBT Tandem	0.00%			
Percent Trunk Blockage - SWBT Tandem to SWBT End Office	0.83%			
Common Transport Trunk Blockage (% of Trunk Groups with > 2% Blockage)	1.59%			
	CLEC	SWBT		COMMENTS
Percent Missed Due Dates - CLEC to SWBT Trunking	0.1%	40.1%	Yes	
Percent Missed Due Dates - SWBT to CLEC Trunking	0.0%	40.1%	Yes	
Average Delay Days for SWBT Caused Missed Due Dates - CLEC to SWBT Trunking	1.00	31.22		Insufficient Sample
Average Delay Days for SWBT Caused Missed Due Dates - SWBT to CLEC Trunking	n/a	31.22		Insufficient Sample
Percent SWBT Caused Missed Due Dates >30 Days - CLEC to SWBT Trunking	0.0%	3.6%	Yes	
Percent SWBT Caused Missed Due Dates > 30 Days - SWBT to CLEC Trunking	0.0%	3.6%	Yes	
Average Trunk Restoral Interval - CLEC to SWBT Trunking	14.45	423.42		Insufficient Sample
Average Trunk Restoral Interval - SWBT to CLEC Trunking	11.93	423.42		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - CLEC to SWBT Trunking	75.0%	0.0%		Insufficient Sample
Percent Interconnection Trunks Repaired Within 24 Hours - SWBT to CLEC Trunking	100.0%	0.0%		Insufficient Sample

## Interim Number Portability (INP)

	Result	COMMENTS		
Percent Installations Completed Within in 3 Days	4.45%			
Percent Installations Completed Within in 7 Days	7.73%			
Percent Installations Completed Within in 10 Days	22.01%			
Average Installation Interval (Days)	14.42			
Percent Trouble Reports within 30 Days	0.00%			
Percent Missed Due Dates	0.00%			